Electronic Acknowledgement Receipt					
EFS ID:	1470108				
Application Number:	09774944				
International Application Number:					
Confirmation Number:	5527				
Title of Invention:	DIGITAL MULTIMEDIA CONTACT CENTER WITH TIER ESCALATION AND DEESCALATION IN RESPONSE TO CHANGED CRITERIA				
First Named Inventor/Applicant Name:	Justin Broughton				
Customer Number:	29053				
Filer:	David H. Tannenbaum/John Pallivathukal				
Filer Authorized By:	David H. Tannenbaum				
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Application Type:	Utility				

## Payment information:

Submitted with Payment	no
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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part /.zip	Pages (if appl.)
1	Information Disclosure Statement (IDS) Filed	152IDS.pdf	122237	no	3
Warnings:					

Information:						
This is not an US	PTO supplied IDS fillable form					
2	Foreign Reference	JP408.pdf	92331	no	2	
Warnings:						
Information:						
3	Foreign Reference	JP306.pdf	82746	no	2	
Warnings:						
Information:						
4	Foreign Reference	JP568.pdf	92549	no	2	
Warnings:						
Information:						
5	NPL Documents	JP_OA.pdf	132682	no	5	
Warnings:		1			1	
Information:						
		Total Files Size (in bytes):	5	522545		

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## New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

## National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.